

INFORMATION SEEKING BEHAVIOUR OF FACULTY IN POST-GRADUATE COLLEGES OF DISTRICT JALANDHAR (PUNJAB): A SURVEY

Amandeep Kaur

Ms. Amandeep Kaur
Assistant Librarian
DAV University,
Jalandhar – 144001, PUNJAB
Email:
aman_aldav@rediffmail.com

The present study investigates the information seeking behaviour of faculty in four Post-Graduate Colleges of District Jalandhar (Punjab). A well structured questionnaire was designed to access the information seeking behaviour of the faculty under study. The present study reveals various aspects of information seeking behaviour of the faculty i.e. adequacy of library hours, time spent in the library, frequency of visit to the library, purpose of visit to the library, infrastructure facilities, methods of information seeking, purpose of seeking information, use of library resources, users awareness about library services and web based services, problems faced by faculty, satisfaction with library resources and services and perception of faculty about library staff.

Keywords: Information Seeking Behaviour, Faculty, Post-Graduate Colleges, Library Resources and Services, Survey.

INTRODUCTION

Information is the main critical input for planning and systematic development of any area of interest and it may be helpful for decision-making both at the institutional level as well as personal level. Dependency on information is increasing day to day functioning. Due to frequently use of Information and Communication Technologies (ICT), information has become a vital resource to all success, and procurement of information must be organised and disseminated systematically (Partap and Chopra, 2012). Information seeking is the process of collecting and receiving information through different channels. The channels may include published or unpublished materials, communication with librarians/information managers etc. Many electronic resources are subscribed by the library. The raise of information on the web has affected information seeking behaviour. Numerous types of information which is available from different locations can be accessed on one place (Kumar, 2013). Information seeking behaviour is an area of interest among librarians, information scientists and information managers. Information seeking behaviour outputs from the acknowledgment of several needs perceived by the user, who as a result makes demands upon formal systems such as

libraries or information centers in order to satisfy the perceived need (Jayaraman et al., 2011).

IMPORTANCE OF INFORMATION SEEKING

Information is considered as an important resource that can contribute towards the progress of a nation. It can provide the foundation for the expansion of knowledge, the root for innovations, the resources for informed citizenry, and as a result, it can become a key commodity for the development of a society. Since early of civilization, information and its use have been regarded as very essential. In present era, production of huge information in various fields have changed in information era and users are able to get required information which is needed by them according to their choice in information era. Information seeking behavior is also very important in information era because users' information seeking behavior decided to get the right information at the right time in required time (Subramanian and Jayaraman, 2013).

REVIEW OF LITERATURE

Review of the related literature is imperative for the researchers to know the different areas of his/her interest and it will help in evaluating the variety of studies on his/her area of interest. A very large number of studies have been published on information seeking behaviour but in the present study some of the related studies have been reviewed as under:

Jayaraman and Subramanian (2011) surveyed on information needs and information seeking behaviour of students in Karpagam University, Coimbatore. The study used questionnaire based survey method on a random sample of 200

students. 120 students out of 200 had filled questionnaires. They revealed that 51.67% of the respondents visited library everyday, 31.67% 2-3 times in a week, 10% weekly and 6.66% monthly. 85% of the respondents visited library to read the news papers and magazines, 78.33% to study, 71.66% to borrow books, 65% for internet browsing, 48.33% to collect course material, 36.66% to read journals, 30% to use reference materials and 8.33% to know the latest arrivals. 71.66% of the respondents used library for consulting library books and journals, 55% for issue and return library materials, 40% for consulting seminars and conferences proceedings, 20% for bibliography, 6.66% for indexing and abstracting services and 5% for inter library loan and CAS. Subramanian and Jayaraman (2013) surveyed on information seeking behaviour of faculty members of Karpagam University in Coimbatore. The study used questionnaire-based survey method. 160 questionnaires were personally distributed to the academic staff and 132 filled questionnaires were received back. The study revealed that 46.2% of the respondents used library textbooks, 21.2% journals, 9.8% theses and research reports, 9% newspapers, 8.3% reference books and 5.3% government publications. 51.5% of the respondents visited library once or twice a week, 28.7% once or twice a month, 12.1% several times in a year and 7.5% almost daily. 56.1% of the respondents admitted library effectiveness for their information needs 39.4% somewhat effective, 3% very effective and 1.5% ineffective.

Partap and Chopra (2012) surveyed on information use and information seeking behaviour of the research scholars in Punjab University, Chandigarh. The study used

questionnaire and sample method. The total number of 110 questionnaires was distributed among the research scholars out of whom 87 were returned back with response. They highlighted that 54.02% of the respondents visited the library daily, 37.93% once in a week, 5.74% once in a month and 2.29% rarely. 75.8% of the respondents used journals, 72.41% Internet, 67.8% books, 62.06% electronic resources, 42.5% dissertations and theses, 25.2% reference sources, 13.7% magazines, and 5.74% newspapers. 77% of the respondents seek information from Internet, 67.8% library, 50.5% newspapers, 41.3% friends/colleagues, 32.1% members of the family and 2.29% radio.

Jeyaprakash and Nirmala (2014) surveyed on comparative study of information seeking behaviour of engineering college faculties and arts college faculties. The study used questionnaire based survey method. Out of 200 questionnaires distributed 126 were received with response. They revealed that 43.65% of the respondents visited the library daily, 34.13% twice in a week, 15.08% weekly, 5.56% occasionally and 1.59% never. 51.61% of the respondents used library text books, 13.71% newspapers, 11.29% reference books, 8.87% periodicals, 8.06% databases, 4.84% theses and back volumes, and 1.61% Cd's and Dvd's. 54.29% of the respondents rated library services as excellent, 22.86% good, 20% average and 2.86% poor. Thukaram (2015) surveyed on information seeking behaviour of research scholars at Central University Library in Hyderabad. The study used questionnaire based survey method. Out of 150, 110 filled in questionnaires were returned by the users. The author revealed that 30% of the respondents visited library for study and using e-resources

each, and 20% for preparing research and borrowing materials each. 72% of the respondents seek information to keep upto date, 63% for research, 36% to write an article and 27% for general awareness. 95% of the respondents used print catalogues for document searching and 28% through OPAC.

Partap (2016) surveyed on information needs and seeking behaviour of research fraternity of Lala Lajpat Rai University of Veterinary and Animal Sciences, Hisar. The survey method with the aid of well-designed questionnaire was used to conduct the research. Random sampling had been adopted. A total of 200 questionnaires were distributed and 165 filled questionnaires were returned by the users. The author found that 83.03% of the respondents visited the library for their course materials, 77.58% to check-in and check-out library resources, 76.36% to use Internet, 70.30% to study, 65.42% for assignments/notes, 56.97% for general knowledge, 53.13% to consult journals, 52.12% to read competitive exam books/magazines, 51.52% to access general type information, 44.24% to consult reference sources, 43.64% to read newspapers, 36.97% to use the e-resources, 35.15% preparing for conferences / seminars, 29.70% to write research reports, 6.67% to write books and 1.82% for research projects. Ibrahim and Perumal (2018) surveyed on information needs and information seeking behaviours of foreign students in University of Madras. The study adopted survey method to elicit the data through questionnaire, 43 questionnaires were distributed to the foreign students of University of Madras, out of which 41 questionnaires were returned. They highlighted that 46.3% of the respondents seek information for writing assignments, 41.5% for current affairs, 36.6% for

research project and 17.1% for writing research articles. A high percentage of respondents visited library daily, weekly and other attracted (24.4%) followed by frequently (14.6%) and monthly (12.2%). A majority of respondents preferred books in the library (87.8%) followed by journals/magazines (41.5%), newspapers (31.7%) and theses and dissertations (22%).

Mann (2018) surveyed on the use of library resources and services of Punjabi University, Patiala by the research scholars and post graduate students. The random convenient sampling technique was used to select the respondents from various departments. The study used questionnaire based survey method. Out of 250 questionnaires, 212 fully completed questionnaires were received back. The author found that 58% respondents visited every day, followed by occasionally (25%), twice a week (6.1%), twice a month (5.2%), once in week (2.8%) and rarely (1.9%). 71.7% respondents visited library to issue and return books followed by to study library resources for academic and research purpose (65.1%), to consult reference materials (61.3%) and to read print journals and other information resources (61.3%). 67.9% respondents were preferred text books followed by general books 967%), reference books (59%) and subject journals (50%). Rajpurkar and Powdwal (2018) surveyed on awareness of information need, library resources and services of select B. Ed. colleges in Mumbai. The study adopted descriptive research design and survey method. Simple random sampling technique was used for data collection. A sample of 50 students per college was selected, making a total of 550, out of which 353 questionnaires were returned. They revealed that 51% respondents were aware about library

resources from teachers, 33% from librarian, 11% self and 5% from friends. 82% respondents were satisfied with library timings and 85% with library infrastructure. 71% respondents were used textbooks, 62% reference books, 61% question papers, 41% newspapers, 37% research projects and 25% journal articles.

Singh and Kumar (2018) surveyed on researchers' awareness and satisfaction from university library resources and services in the Department of History, Political Science, Economics, Sociology, Geography and Law, in University of Delhi, Jawaharlal Nehru University, Jamia Millia Islamia and Indira Gandhi National Open University during the period 2015-2017. Questionnaire method had been used to collect relevant data from a total population of 520 respondents. They indicated that 42.3% respondents accessed library services with a frequency of more often than once a week, 30.8% monthly and 23.8% once a week. 93.8% respondents were aware about library services through colleagues/friends, 87.7% through faculty members, 75.3% library staff and 54.3% email from the libraries. 50% respondents were somewhat satisfied with library services and 40.8% very satisfied.

After examining above mentioned studies, it is clear that all the studies are based on survey method with questionnaire technique. The present study will focus on information seeking behavior of the faculty of four post-graduate colleges of Jalandhar (Punjab). The present study will fill the gap among the various past studies because this study will adopt latest questions related to library resources and services and will also get the directions from the past studies. The present study

will cover those gaps which are not covered in the past studies.

OBJECTIVES OF THE STUDY

The major objectives of the study are to:

1. discover the information-seeking behaviour of faculty of different colleges under study of Jalandhar district.
2. get the information about library hours and time spent by the faculty in their respective libraries.
3. find out the purpose of visit to the library by the faculty.
4. identify the Infrastructure facilities provided by their libraries.
5. find out the methods of information seeking adopted by the faculty.
6. identify the resources and services of the libraries.
7. identify e-resources and web resources used by the faculty.
8. find out the problems while using library services faced by faculty.
9. find out the satisfaction and perceptions of the faculty.

SCOPE OF THE STUDY

The present study will cover faculty of Four Post-Graduate Colleges of District Jalandhar (Punjab) i.e.

1. Apeejay College of Fine Arts Jalandhar
2. DAV College, Jalandhar.
3. Doaba College, Jalandhar
4. Lyallpur Khalsa College for Boys , Jalandhar

RESEARCH METHODOLOGY

In this study, the survey method with well designed questionnaire was used to collect the data. Random sampling technique has been adopted. The sample size is 200 which are collected from Apeejay College of Fine Arts Jalandhar (50), DAV College Jalandhar (50), Doaba College Jalandhar (50), Lyallpur Khalsa College for Boys Jalandhar (50). A total of 200 questionnaires were distributed and 189 filled questionnaires were returned by the faculty with the overall response rate being 94.50%.The data is showing in Table 1 (Singh, (2013), Partap (2016); and Singh, (2017).

Table 1: Distribution of Questionnaire and response

Name of the college	Questionnaires Distributed	Response	Total (%)
Apeejay College of Fine Arts Jalandhar	50	47	47 (94%)
DAV College, Jalandhar	50	48	48 (96%)
Doaba College, Jalandhar	50	48	48 (96%)
Lyallpur Khalsa College for Boys, Jalandhar	50	46	46 (92%)
Total	200 (100%)	189 (94.50%)	189 (94.50%)

ANALYSIS AND FINDINGS

Gender-Wise distribution of respondents

The table 2 reveals that 59.79% faculty belongs to the male group and 40.21% to the female group. The maximum male faculty in the present study is from DAV College Jalandhar and

minimum from Apeejay College of Fine Arts Jalandhar. On the other hand this is opposite because maximum female faculty in the present study is from Apeejay College of Fine Arts Jalandhar and minimum from DAV College Jalandhar.

Table 2: Gender-Wise distribution of respondents

Name of the College	Male	Female	Total (%)
Apeejay College of Fine Arts Jalandhar	13	34	47 (100%)
DAV College, Jalandhar	36	12	48 (100%)
Doaba College, Jalandhar	34	14	48 (100%)
Lyallpur Khalsa College for Boys , Jalandhar	30	16	46 (100%)
Total	113 (59.79%)	76 (40.21%)	189 (100%)

Adequacy of Library Hours

The table 3 reveals that college libraries under study are opened from 9.00 a.m. to 4.00

p.m. in six days week pattern and 96.30% faculty of these colleges mentioned that their library hours are adequate and only 3.70% disagree with it.

Table 3: Adequacy of Library Hours

Adequacy	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys, Jalandhar	
Yes	45 (95.74%)	47 (97.92%)	45 (93.75%)	45 (97.83%)	182 (96.30%)
No	2 (4.26%)	1 (2.08%)	3 (6.25%)	1 (2.17%)	7 (3.70%)
Total	47 (100%)	48 (100%)	48 (100%)	46 (100%)	189 (100%)

Time Spent in the Library

The table 4 reveals that 87.30% faculty under study spent up to 1 hour in the library, followed

by 1-2 hours (6.35%), 2-3 hours (4.23%) and 3-4 hours (2.72%).

Table 4: Time Spent in the Library

Frequency	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys, Jalandhar	
Up to 1 Hour	40 (85.11%)	42 (87.50%)	42 (87.50%)	41 (89.13%)	165 (87.30%)
1-2 hours	2 (4.26%)	3 (6.25%)	4 (8.33%)	3 (6.52%)	12 (6.35%)
2-3 hours	2 (4.26%)	2 (4.17%)	2 (4.17%)	2 (4.35%)	8 (4.23%)
3-4 hours	3 (6.38%)	1 (2.08%)	-	-	4 (2.72%)
Total	47 (100%)	48 (100%)	48 (100%)	46 (100%)	189 (100%)

Frequency of Visit to the Library

The table 5 reveals that 89.42% of the faculty visit the library daily followed by once in a week (7.87%), two or three times in a week (7.87%), monthly (2.65%) and occasionally (1.06%).

Table 5: Frequency of Visit to the Library

Frequency	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys, Jalandhar	
Daily	42 (89.36%)	43 (89.58%)	42 (87.50%)	42 (91.30%)	169 (89.42%)
Once a Week	2 (4.26%)	1 (2.08%)	2 (4.17%)	2 (4.35%)	7 (7.87%)
Two or Three Times a Week	1 (2.13%)	2 (4.17%)	2 (4.17%)	1 (2.17%)	6 (3.17%)
Monthly	1 (2.13%)	2 (4.17%)	1 (2.08%)	1 (2.17%)	5 (2.65%)
Occasionally	1 (2.13%)	-	1 (2.08%)	-	2 (1.06%)
Total	47 (100%)	48 (100%)	48 (100%)	46 (100%)	189 (100%)

Purpose of Visit to the Library

The table 6 shows that 92.06% faculty use library for study purpose, 42.86% for issue and return the library books, 35.98% for reading

newspapers and magazines, 5.82% for research, 3.70% for preparation of competitive exams and 2.65% for using Internet in the library.

Table 6: Purpose of Visit to the Library

Purpose	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys, Jalandhar	
For Study	42 (89.36%)	44 (91.67%)	45 (93.75%)	43 (93.48%)	174 (92.06%)
For Research	4 (8.51%)	2 (4.17%)	3 (6.25%)	2 (4.35%)	11 (5.82%)
Issue/Return of Books	16 (34.04%)	20 (41.67%)	32 (66.67%)	13 (28.26%)	81 (42.86%)
For Preparation of Competitive Exams	2 (4.26%)	1 (2.08%)	3 (6.25%)	1 (2.17%)	7 (3.70%)
For Reading Newspapers/ Magazines	26 (55.32%)	12 (25.00%)	19 (39.58%)	11 (23.91%)	68 (35.98%)
For Using Internet in the Library	2 (4.26%)	1 (2.08%)	1 (2.08%)	1 (2.17%)	5 (2.65%)

Methods of Information Seeking

The table 7 shows that 86.24% faculty seek information from their colleagues, 82.54% from the Internet, 53.97% from the library and

41.27% from their friends. The maximum 89.13% faculty of Lyallpur Khalsa College for Boys Jalandhar who seek information from their colleagues and minimum 81.25% faculty of DAV

Table 7: Methods of Information Seeking

Methods	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys, Jalandhar	
Library	32 (68.09%)	28 (58.33%)	23 (47.92%)	19 (41.30%)	102 (53.97%)
Colleagues	41 (87.23%)	39 (81.25%)	42 (87.50%)	41 (89.13%)	163 (86.24%)
Friends	19 (40.43%)	12 (25.00%)	31 (64.58%)	16 (34.78%)	78 (41.27%)
Internet	40 (85.11%)	34 (70.83%)	42 (87.50%)	40 (86.96%)	156 (82.54%)

College Jalandhar. The maximum 87.50% faculty of Doaba College Jalandhar who seek information from the Internet and minimum 70.83% of DAV College Jalandhar. The maximum 68.09% faculty of Apeejay College of Fine Arts Jalandhar who seek information from library and minimum 41.30% faculty of Lyallpur Khalsa college for Boys Jalandhar. The maximum 64.58% faculty of Doaba College Jalandhar who seek information from friends and minimum 25% of DAV College Jalandhar.

Purpose of Seeking Information

The table 8 reveals that 77.78% faculty seek information for covering their class syllabus followed by keep up to date their information

(43.92%), to increase their general knowledge (32.28%) and to write a article (23.28%). Maximum 80.85% faculty of Apeejay College of Fine Arts Jalandhar seek information for covering their class syllabus and minimum 69.75% faculty of Lyallpur Khalsa College for Boys Jalandhar. Maximum 47.92% faculty of Doaba College, Jalandhar seek information to keep upto date information and minimum 33.33% faculty of DAV College Jalandhar. Maximum 38.30% faculty of Apeejay College of Fine Arts Jalandhar seek information to increase general knowledge and minimum 25% faculty of Doaba College Jalandhar. Maximum 29.17% faculty of DAV College Jalandhar seek information to write a article and minimum 17.39% faculty of Lyallpur Khalsa College for Boys Jalandhar.

Table 8: Purpose of Seeking Information

Purpose	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys, Jalandhar	
To Cover syllabus `of the Class	38 (80.85%)	36 (75.00%)	41 (85.42%)	32. (69.57%)	147 (77.78%)
To increase general knowledge	18 (38.30%)	17 (35.42%)	12 (25.00%)	14 (30.43%)	61 (32.28%)
To keep up to date Information	22 (46.81%)	16 (33.33%)	23 (47.92%)	22 (47.83%)	83 (43.92%)
To write a article	12 (25.53%)	14 (29.17%)	10 (20.83%)	8 (17.39%)	44 (23.28%)

Use of Library Resources

The table 9 shows that 89.42% faculty use books in the library followed by electronic resources (65.08%), journals/magazines (44.97%), encyclopaedias (5.29%), CD's (4.23%), dictionaries (3.70%) and technical reports (2.65%). Maximum 91.67% faculty of Doaba College Jalandhar use library books and

minimum 89.36% of Apeejay College of Fine Arts Jalandhar. Maximum 78.26% faculty of Lyallpur Khalsa College for Boys Jalandhar use electronic resources and minimum 48.94% faculty of Apeejay College of Fine Arts Jalandhar. Maximum 47.92% faculty of Doaba College Jalandhar use journals/magazines in the library and minimum 41.30% faculty of Lyallpur Khalsa College for Boys, Jalandhar.

Table 9: Use of Library Resources

Library Resources	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys Jalandhar	
Books	42 (89.36%)	43 (89.58%)	44 (91.67%)	40 (89.96%)	169 (89.42%)
Journals/ Magazines	22 (46.81%)	21 (43.75%)	23 (47.92%)	19 (41.30%)	85 (44.97%)
Technical Reports	2 (4.26%)	1 (2.08%)	1 (2.08%)	1 (2.17%)	5 (2.65%)
Encyclopaedias	2 (4.26%)	1 (2.08%)	4 (8.33%)	3 (6.52%)	10 (5.29%)
Dictionaries	2 (4.26%)	2 (4.17%)	1 (2.08%)	2 (4.35%)	7 (3.70%)
CDs	2 (4.26%)	1 (2.08%)	2 (4.17%)	3 (6.52%)	8 (4.23%)
Electronic Resources	23 (48.94%)	32 (66.67%)	32 (66.67%)	36 (78.26%)	123 (65.08)

Users Awareness about Library Services

The table 10 shows that 92.59% faculty aware about OPAC/Web OPAC to search any resource in the library followed by photocopy (86.77%), reference service (80.95%), book alert service 975.66%), Internet service (31.75%), CD-Rom service (30.16%) and inter library loan (2.65%).

Table 10: Users Awareness about Library Services

Library Services	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys, Jalandhar	
OPAC/Web OPAC	42 (89.36%)	44 (91.67%)	46 (95.83%)	43 (93.48%)	175 (92.59%)
Reference Service	42 (89.36%)	32 (66.67%)	36 (75.00%)	43 (93.48%)	153 (80.95%)
Book Alert Service	32 (68.09%)	36 (75.00%)	41 (85.42%)	34 (73.91%)	143 (75.66%)
CD-ROM Service	11 (23.40%)	14 (29.17%)	13 (27.08%)	19 (41.30%)	57 (30.16%)
Internet Service	12 (25.53%)	14 (29.17%)	21 (43.75%)	13 (28.26%)	60 (31.75%)
Inter Library Loan Service	1 (2.13%)	1 (2.08%)	2 (4.17%)	1 (2.17%)	5 (2.65%)
Photocopy Service	41 (87.23%)	34 (70.83%)	43 (89.58%)	46 (100.00%)	164 (86.77%)

Users Awareness about Web Based Services

The table 11 reveals that 100% faculty aware about N-List Programme subscribed by their libraries and e-mail service respectively, 77.25% aware about web based resources and 64.55% aware about e-databases. Faculty of all the colleges under study are aware about N-List Programme and e-mail services whereas

maximum 89.13% faculty of Lyallpur Khalsa College for Boys, Jalandhar aware about web based resources and minimum 66.67% faculty of DAV College Jalandhar. Maximum 75% faculty of DAV College Jalandhar aware about e-databases and minimum 51.06% faculty of Apeejay College of Fine Arts Jalandhar.

Table 11: Users Awareness about Web Based Services

Web Based Services	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys Jalandhar	
N-List Programme (31,35,000 e-books & 6000 e-journals)	47 (100.00%)	48 (100.00%)	48 (100.00%)	46 (100.00%)	189 (100.00%)
Web based Resources	34 (72.34%)	32 (66.67%)	39 (81.25%)	41 (89.13%)	146 (77.25%)
E-Databases	24 (51.06%)	36 (75.00%)	32 (66.67%)	30 (65.22%)	122 (64.55%)
E-mail Services	47 (100.00%)	48 (100.00%)	48 (100.00%)	46 (100.00%)	189 (100.00%)

Problems Faced while Using Library Resources and Services

The table 12 shows that 83.60% faculty not use library resources and services due to lack of

time followed by lack of latest information about resources (37.04%), lack of knowledge of how to use library resources and services (6.35%) and do not know how to use OPAC/ Web OPAC (3.17%).

Table 12: Problems Faced while Using Library Resources and Services

Problems	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys, Jalandhar	
Lack of latest information about resources	15 (31.91%)	18 (37.50%)	23 (47.92%)	14 (30.43%)	70 (37.04%)
Lack of knowledge of how to use library resources and service	4 (8.51%)	3 (6.25%)	2 (4.17%)	3 (6.52%)	12 (6.35%)
Do not know how to use OPAC/Web OPAC	2 (4.26%)	1 (2.08%)	1 (2.08%)	2 (4.35%)	6 (3.17%)
Lack of time	39 (82.98%)	41 (85.42%)	42 (87.50%)	36 (78.26%)	158 (83.60%)

Satisfaction with Library Resources and Services

The table 13 shows that 68.25% faculty satisfy with their library resources and services and 31.75% very satisfy. Maximum 39.13% faculty of Lyallpur Khalsa College for Boys,

Jalandhar very satisfy with library resources and services and minimum 25.33% faculty of Apeejay College of Fine Arts Jalandhar. Maximum 74.47% faculty of Apeejay College of Fine Arts Jalandhar satisfy with library resources and services and minimum 60.87% faculty of Lyallpur Khalsa College for Boys Jalandhar.

Table 13: Satisfaction with Library Resources and Services

Satisfaction	Faculty				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys Jalandhar	
Very satisfied	12 (25.33%)	14 (29.17%)	16 (33.33%)	18 (39.13%)	60 (31.75%)
Satisfied	35 (74.47%)	34 (70.83%)	32 (66.67%)	28 (60.87%)	129 (68.25%)
Total	47 (100.00%)	48 (100.00%)	48 (100.00%)	46 (100.00%)	189 (100.00%)

Perception about Library staff

The table 14 shows that 66.14% faculty perception about library staff is very good

followed by very good (31.22%), fair (2.65%) and not single faculty remarks poor perception about library staff.

Table 14: Perception about Library staff

Satisfaction	Under-Graduate and Post-Graduate Students				Total (%)
	Apeejay College of Fine Arts Jalandhar	DAV College, Jalandhar	Doaba College, Jalandhar	Lyallpur Khalsa College for Boys, Jalandhar	
Excellent	28 (59.57%)	32 (66.67%)	34 (70.83%)	31 (67.39%)	125 (66.14%)
Very Good	18 (38.30%)	14 (29.17%)	14 (29.17%)	13 (28.26%)	59 (31.22%)
Fair	1 (2.13%)	2 (4.17%)	-	2 (4.35%)	5 (2.65%)
Total	47 (100.00%)	48 (100.00%)	48 (100.00%)	46 (100.00%)	189 (100.00%)

SUGGESTIONS

Based on the opinion received by the respondents, the following suggestions are made:

- 92.06% faculty use the library for study purpose, 42.86% for issue and return of books and 35.98% for reading newspapers/magazines. It is observed that very less number of faculty used library for research and Internet facility in the library. It is suggested that libraries should encourage faculty in this area.
- 86.24% faculty seek information from colleagues and 53.97% from library. The library can play very effective role to provide relevant information to the faculty. Therefore it is suggested for the libraries to do needful in this regard. It is very important to gain the confidence of the faculty to fulfil their information needs.
- 77.78% faculty seek information to cover their class syllabus and less number of faculty use library to increase their general knowledge, to keep upto date information and to write a research article. In this point, it is suggested that library should make aware faculty about various resources of the library that may be helpful for the faculty to enhance their general knowledge, information and to write a research articles.
- 89.42% faculty use books, 65.08% electronic resources and 44.97% journals/magazines. A very less number of faculty use technical reports, encyclopaedias, dictionaries and CDs, these resources of the library also important to improve professional competencies.

Therefore libraries should encourage faculty to use these resources.

- 92.59% faculty is aware about OPAC/Web OPAC, 86.77% photocopy service, 80.95% reference service, 75.66% book alert service. CD-ROM service, Internet service and Inter library loan service is being used by a very less number of faculty. It is suggested that library should organise programme to create awareness among faculty to use these services.
- 83.60% faculty admits that they have lack of time to use library resources and services. To solve this problem, it is suggested that remote access of library resources should be provided for the faculty and LAN connectivity of library within campus can solve this problem.

CONCLUSION

College libraries are playing very effective role to provide library resources and services to the faculty. The present study concludes that adequacy of college library timings from 9.00 a.m. to 4.00 p.m. is admitted by the majority of the faculty (96.30%), faculty spend upto 1 hour (87.30%), faculty visit library everyday (89.42%), faculty use library for study purpose (92.06%), faculty seek information from their colleagues (86.24%), faculty seek information for covering their class syllabus (77.78%), faculty use library books (89.42%), faculty use OPAC/Web OPAC (92.59%), faculty aware about N-List Programme and e-mail services (100%). Major problem of faculty was to access library resources and services is lack of time (83.60%), faculty is satisfied with library resources (68.25%) and

faculty perception about library staff is excellent (66.14%). Such studies will help the professionals to improve their services and help to provide effective library resources to the user fraternity.

REFERENCES

1. Ibrahim, D. M., & Perumal, A. (2018). Information needs and information seeking behaviours of foreign students in University of Madras. *International Journal of Next Generation Library and Technologies*, 4 (3), 1-14.
2. Jayaraman, S., Subramanian, B. & Krishnaswamy, N. (2011). Information needs and information seeking behaviour of students in Karpagam University: A survey. *Library Progress (International)*, 31 (2), 181-187.
3. Jeyaprakash, S. & Nirmala, P. J. (2014). Information seeking behaviour of engineering college faculties and arts college faculties: A comparative study. *ZENITH International Journal of Multidisciplinary Research*, 4 (9), 240-254.
4. Kumar, P. (2013). Information seeking behaviour of faculty members at BPS Mahila Vishwavidyalaya, Khanpur Kalan (Sonipat) India. *PEARL - A Journal of Library and Information Science*, 7 (1), 1-4.
5. Mann, I. S. (2018). Use of library resources and services of Punjabi university Patiala by the research scholars and post graduate students. *Journal of Indian Library Association*, 53 (4), 143-147.
6. Partap, B. & Chopra, K. (2012). Information use and information seeking behaviour of the research scholars in Punjab University, Chandigarh: A survey. *Gyankosh: The Journal of Lib. & Info. Management*, 3 (1), 56-67.
7. Partap, B. (2016). A study of information needs and seeking behaviour of research fraternity of Lala Lajpat Rai University of Veterinary and Animal Sciences, Hisar (India). *PEARL- A Journal of Library and Information Science*, 10 (2), 102-112.
8. Rajpurkar, S. S. & Powdwal, S. C. (2018). Awareness of information need, library resources and services: A case study of select B. Ed. colleges in Mumbai. *Journal of Indian Library Association*, 53 (4), 155-165.
9. Singh, H. (2013). Information seeking behaviour of users of Dr. B.R. Ambedkar NIT Central Library. *DESIDOC Journal of Library & Information Technology*, 33 (4), 338-342.
10. Singh, J. (2017). Information seeking behaviour of students in four post-graduate colleges of District Jalandhar (Punjab): A survey. *Library Progress (International)*, 37 (1), 62-75.
11. Singh, R. & Kumar, S. (2018). Researchers' awareness and satisfaction from university library resources and services: a prerequisite of information literacy competency. *Journal of Indian Library Association*, 53 (3), 149-161.

12. Subramanian, B., & Jayaraman, S. (2013). Information seeking behaviour of faculty members of Karpagam University in Coimbatore, India. *Library Progress (International)*, 33 (1), 123-131.

13. Thukaram, K. (2015). Information seeking behaviour of research scholars at Central University Libraries in Hyderabad: A study. *PEARL - A Journal of Library and Information Science*, 9 (4), 238-246.

